

Community Safety Department Resources at a Glance

The Community Safety Department is dedicated to supporting a safe environment to study, teach, work or live at York University. Committed to your safety, the department provides a range of services and supports for your needs. We also work closely with departments from across the university, including Occupational Health and Safety, Facilities Services and the Division of Students, to ensure we support safety holistically. The following is a sample of the services that are available to you.

goSAFE

This is a complimentary service to accompany you to and from any location on-campus during evenings or at nighttime. Over 6,000 community members use this service annually. Our goSAFE service is staffed by York students who will make every effort to meet you at your location in 10 minutes or less, after you've called. They will accompany you anywhere on campus, and if requested, will wait with you until your bus or transportation arrives or when you've started your car. You can reach the goSAFE team at **416-736-5454**, through the York Safety App or via Emergency Phones located throughout York's campuses. goSAFE staff also conduct weekly checks of on-campus lights and emergency, safety and elevator telephones to ensure they are in good working order. All COVID-19 safety precautions have been taken with this service. To learn more about goSAFE, visit our [website](#).

Security Services

To report or to request assistance with any type of safety need or incident, contact [Security Services](#). Security staff **are available 24/7** and can be seen patrolling across campus, either walking, in patrol cars or on mountain bikes—weather permitting; they are also **stationed overnight in undergrad residences** to assist students. Security staff are trained first responders, including in first aid and have equipment available such as first aid kits, defibrillators, oxygen, and naloxone kits.

They investigate safety incidents on campus and work with individuals and groups to **develop safety plans for personal needs or events**. Every investigation is taken seriously by trained investigators.

Ways to contact Security Services:

Emergency or urgent situation: call **911** first **and then** call Security at **416-736-5333**, or from your office phone at extension **33333**, or TTY at **416-736-5470**.

Non-urgent safety matters: call Security at **416-650-8000**, or from your office phone at extension **58000**, or TTY at **416-736-5470**.

Security Services can also be reached through the York Safety App or Emergency Phones or by visiting the Community Safety counter in the William Small Building, Keele campus and the Greenhouse, Glendon Campus.

Why Work Alone Program

If you are working or studying alone on campus at night, on weekends or holidays, you can call Security Services and **staff will check in periodically by phone or in-person**, to make sure you are safe. To learn more about the Why Work Alone Program, visit our [website](#) .

Emergency Communication

Community Safety Department activates York's emergency notification system when emergency situations and/or safety concerns need to be brought to the attention of the community. Watch for emergency messages that are issued through multiple platforms, including **email, text, phone, York U Safety App and digital messaging screens** throughout York's campuses. To learn more about Emergency Communication, visit our [website](#) or email us at safety@yorku.ca.

Community Relations and Crime Prevention

Community Safety staff collaborate with students and staff on projects to promote safety. They assist groups with developing **safety plans for events and other activities** on York's campuses. They are available to **provide training** and deliver safety presentations to any group on campus upon request. They also regularly review campus service data to help direct safety and prevention programs.

In addition, they promote Crime Prevention Through Environmental Design (CPTED) to enhance safety by modifying the design of buildings and public spaces.

To request a safety training session or assistance in safety planning for improving safety, email us at safety@yorku.ca. To learn more about crime prevention visit our [website](#).

Emergency Preparedness

Community Safety is responsible for **emergency planning** for the university, including **identifying risks, developing emergency plans, conducting simulation exercises, and delivering training and educational programs**.

A range of resources have been developed to guide community members on what to do in an emergency, to learn more visit the Emergency Preparedness [webpage](#).

Door Access

The Community Safety Department manages the door access control technology at the university. At York, the primary access card is the YU-card. Community members who require access to buildings should contact their department/faculty for authorization. The department/faculty will notify Community Safety at doorcard@yorku.ca to activate door access through the YU-card. To learn more about Door Access, visit our [website](#) or email us at doorcard@yorku.ca.

Lost and Found

If you lose or find an item, contact the Lost and Found office at lost@yorku.ca for assistance. Thanks to our community, **over 3000 items are returned** to the Lost and Found office each year! To learn more about Lost and Found, visit our [website](#) or email us at lost@yorku.ca.

Fire Prevention

The preventative safety approach employed in the Community Safety Department extends to fire prevention. Building and Fire Code Compliance staff ensure the readiness of fire equipment, facilitate fire code inspections, promote fire hazard mitigation and controls, and provide guidance on fire safety and building fire code requirements. They also assist with preventative education programs. They can be reached at:

416-736-2100 x 43473 (4FIRE)

TTY: 416-736-5653 or fireprevention@yorku.ca

To learn more about Fire Prevention, visit our [website](#) or email us at fireprevention@yorku.ca.

**Visit the Community Safety Department [website](#) to learn more
Contact us at safety@yorku.ca.**